

MONTANA ONE-STOP CERTIFICATION PROCESS

One-Stop Systems play an integral role within the Workforce Investment Act's vision for statewide workforce development. The State Board, in an effort to align with federal strategies, will ensure consistency and the flexibility to create a statewide system with direct input from local communities and designed to meet local needs. The State Board has developed the general system criteria required for One-Stop Certification, and will be responsible for the certification of One-Stops. The State Board will also provide technical assistance and guidance to the maximum extent possible, in order to promote and expand the development of the One-Stop System in Montana.

Deleted: NOTE: The following is a revised version of Attachment D in Montana's Strategic 2-Year State Plan – the language has been updated to account for the transition to a single statewide planning area in 2005.¶

Business Plan

Local entities requesting certification will submit a business plan through their Community Management Team (CMT) to the State Board. The State Board must take action on the business plan within 90 calendar days of submittal by the CMT, and notify the CMT in writing of the Board's determination.

Deleted: The State Board will establish standard criteria acceptable for acceptance and approval.

If a business plan is denied, the Board must notify the CMT in writing, within the 90-day period, as to the reason(s) for denial, and provide a process improvement plan to assist the CMT with meeting the criteria for approval of the business plan. A CMT may submit a revised plan to the State Board at any time, which will re-initiate the process. Upon denial of certification, the CMT may file for an appeal.

Deleted: The Board will establish an appeal process for denial of application.¶

On-Site Review

Once a business plan is approved, the State Board will conduct a site review within 60 calendar days of the date the business plan was approved. The review will be conducted using the proposed business plan, and additional standardized criteria established/developed by the State Board, to include on-site monitoring, telephone or email interviews with site and partner staff, and other materials and information as approved. The Board will notify the CMT in writing within 30 calendar days of the site review as to the determination of certification.

If the determination is favorable, the CMT will be awarded a certified status. If the determination is not favorable, the CMT will be provided a corrective action plan along with the written determination, and afforded technical support and guidance from the State Board to assist with a second review. Within 60 calendar days of receipt of a written response from the CMT addressing the issues of concern and requesting re-consideration, the State Board will conduct a site review and the site review process will be reinitiated.

Deleted: and will be provided the re-certification criteria.

Deleted: The State Board will establish an appeal process for denial of application.¶

Certification Assessment

To maintain One-Stop certification, the CMT chair will apply for a certification assessment every two years. The application must be received prior to the two-year anniversary date. SWIB staff will review the application and notify the CMT in writing of the One-Stop Systems eligibility to maintain certification within 90 calendar days from receipt. The board reserves the right to conduct an on-site review at the time of re-certification or at any time they deem appropriate to ensure compliance. Upon conducting an on-site review, SWIB staff will notify the CMT in writing within 30 calendar days of the site review as to the findings. Upon denial of retaining certification, the CMT may file for an appeal.

To apply for a Certification Assessment:

The CMT Chair will develop a written letter requesting continued certification and submit it to the State Workforce Investment Board. Technical assistance will be provided by staff as requested. The Chair will provide any necessary information to demonstrate the One-Stop has met 100% of criteria required for One-Stop Certification.

Submit the application package to:

State Workforce Investment Board
P.O. Box 1728
Helena, MT 59624-1728

The application package should include:

- Letter from the CMT Chair requesting continued certification
- Completed application (Attachment I)
- Completed Self Assessment Survey (Attachment II)
- Short and long term goals update (Attachment III)
- All requested supporting documentation

Please attach a copy of your One-Stop Site Working Agreement (Memorandum of Understanding or Consortium Agreement), with the signature pages, if it has changed or expired since you were initially certified.

Non- Compliance

At the discretion of the SWIB, the One-Stop Certification may be revoked if the Operator is determined to be in non-compliance for any of the following reasons:

- Non-performance as established by performance data, site review or other documentation.
- Lack of responsiveness in resolving performance or other cited problems.
- Lack of inclusion of mandatory services or partners or lack of universal access.
- Consistent late, incomplete, or inaccurate reporting.
- Criminal indictment or participation in fraudulent activities or fiscal management.
- Discrimination against or mistreatment of customers or partners.
- Consistent negligence and/or blatant disregard for physical office safety, cleanliness, and/or accessibility; and/or lack of compliance with applicable state, federal and local laws and regulations.

The SWIB is responsible for ensuring that each One-Stop Operator who receives certification remains in compliance as noted above. Upon request and/or at its discretion, State Workforce Investment Board staff will provide technical assistance to One-Stop Operators who are in danger of revocation of their Certification.

Deleted: Once a One-Stop is certified, every two years thereafter the State Board will conduct a re-certification, including an on-site review. In order to be re-certified, the One-Stop must meet the initial certification criteria. The State Board will establish an appeal process for denial of application.*||

Delegation of On-Site Reviews

If the State Board elects to designate an administrative entity to conduct the on-site review of One-Stops, the State Board is responsible for ensuring the above process is adhered to.

Deleted: , and that they receive reports of One-Stop certification activities at each State Board meeting.

Appeals Process

The State Board is responsible for addressing issues that arise as a result of certification denial, or with the established appeals process. The CMT has 14 calendar days to file a written appeal explaining why the denied applicant believes they are eligible for certification. Once an appeal is received, the State Board will review the notice within 30 calendar days. The applicant will be notified as to the determination of the appeal from the State Board within 30 calendar days following the date of review. If the board determines the applicant is eligible for certification, all standard timelines and policies will be re-instated.

Deleted: The State Board will work to implement a formal Appeals Process for incorporation into the One-Stop Process.

DRAFT

MONTANA ONE-STOP CERTIFICATION CRITERIA

In order to be considered for certification as a local Workforce Investment Act (WIA) One-Stop System, a Business Plan must be submitted by the Local Community Management Team (CMT) to the State Board for approval.

In addition, at least 80 % of the following criteria must be met, and a plan must be in place to meet the remaining 20 % within 90 calendar days from the date of certification:

Deleted: one (1) year

Deleted: of

1. At a minimum, a One-Stop system must provide the core services specified in WIA section 134(d)(2), and must provide access to other programs and activities carried out by the One-Stop partners. Additional partners may be required under the Act or the Business Plan, or voluntarily incorporated.

Co-location of programs is encouraged to the extent possible. Once a site is established, the site must utilize the term “One-Stop” as the common identifier. When selecting the site location, consideration must be given to customer accessibility.

2. A memorandum of understanding (MOU) Consortium Agreement (CA) must detail management of the One-Stop and is to be reviewed, and if necessary revised, upon a change in key staff.

Deleted: written agreement

3. Co-located and off-site partners must have a Memorandum of Understanding (MOU) describing the services to be provided through the one-stop delivery system; how the costs of such services and the operating costs of the system will be funded; methods for referral of individuals between the one-stop operator and the one-stop partners, for the appropriate services and activities; and the duration of the memorandum and the procedures for amending the memorandum during the term of the memorandum as well as the roles and responsibilities of each partner at the site.

Formatted: Bullets and Numbering

Deleted: For those who are collaborating partners off-site, roles and responsibilities will be defined in an addendum to the co-located partner agreement. ¶

4. All collaborating partners, those on and off site, must have the appropriate staff trained in the services provided by other partners, know who the contact person for each partner is, and can seamlessly refer clients or participants to the appropriate entity within each partner program.
5. Hotelling space must be made available at the site for visiting partner programs whenever feasible.
6. All partners, those on and off site, must have a resource area available to customers that is staffed, has information on all partners in the local system, and meets customer needs.
7. The site used for co-location must be accessible for those with disabilities and those who speak languages other than English.